



**HEIDENHAIN**

# **SERVICE NEWS**

**The HEIDENHAIN Service Keeps You Informed!**

**Issue 03 – 2009**

**The HEIDENHAIN Service –  
YOU CAN COUNT ON US!**

- + The HEIDENHAIN Representations Network**
- + Replacement Monitors for HEIDENHAIN Controls**
- + Your Contact to the HEIDENHAIN Service**



**NEW: [www.heidenhain.de/service](http://www.heidenhain.de/service)**  
The direct link to the HEIDENHAIN Service



# The HEIDENHAIN Representations Network

## Our Services in Your Region

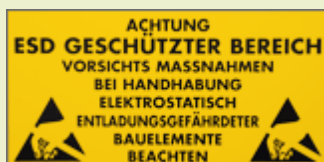


Our authorized service partners ensure that materials are regionally available and provide well-trained service engineers to support you quickly and effectively.

Through regular training courses conducted by the DR. JOHANNES HEIDENHAIN GmbH our representations offer a **certified service quality management!**

The all-inclusive support for your HEIDENHAIN products provided by our competent service partners in your area **saves you time and money, and increases the up-time of your machinery.**

- **Rapid availability of products**
  - from regional stock and
  - from direct access to the central HEIDENHAIN warehouse for replacement and exchange units
- **On-site service support and competent telephone assistance** for HEIDENHAIN products and applications
- Expertly performed **repairs**
- **Servicing and installation** of HEIDENHAIN products on-site












At our authorized service partners all repairs are carried out by highly qualified staff at high-tech workplaces. Particular emphasis is put on ESD protection.

# The HEIDENHAIN Representations Network

## Overview



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 Vietnam	Advanced Manufacturing Solutions Pte Ltd	<b>AMS Advanced Manufacturing Solutions Pte Ltd</b> HCM City, Việt Nam ☎ +84 (8) 9123658 - 8352490 E-mail: davidgoh@amsvn.com







# Replacement Monitors for HEIDENHAIN Controls

Excerpt from our monitor product range

This overview contains HEIDENHAIN replacement monitors for current and discontinued HEIDENHAIN controls.

Advantages of original HEIDENHAIN monitors:



- Ultimate immunity to interference
- Cable lengths up to 40 m depending on the model
- 100% compatibility
- Quality standard HEIDENHAIN

	Control model	Old monitor	Replacement	ID
	TNC 150	BE 110	BE 110 F	617526-01
	TNC 151	BE 211(B)	BE 211 F	375881-21
	TNC 155	BE 411 / 412	BE 411 F / BE 412 F	375401-21
	TNC 223	BE 311	BE 311 F	375832-21
	TNC 246	BE 212	BE 212 F	650259-21
	TNC 351	BE 212 / BF 150	BE 212 F	650259-21
	TNC 355 CNC 322 / 223 TNC 360 / 306	BE 132 / BE 232 BE 212 / BF 150	BE 212 F	650259-21
	TNC 407 / 406 TNC 415 TNC 425	BC 110	BC 110 BF	374964-21
...	Continued on next page			

# Replacement Monitors for HEIDENHAIN Controls

## Excerpt from our monitor product range

This list contains replacement monitors for current and discontinued controls.

	Control model	Old monitor	Replacement	ID
	TNC 426 C / P	BC 110	BC 110 BF	374964-21
	TNC 410 M TNC 410 C / P TNC 426 M	BC 120	BC 120 F	391268-03
	TNC 124	This monitor can only be replaced at the HEIDENHAIN Service in Traunreut.		
	iTNC 530		BF 150	353522-04
	MANUALplus 620		BFT 131	583683-01
	TNC 320	This monitor can only be replaced at the HEIDENHAIN Service in Traunreut.		

All monitors can be exchanged **ex stock**.  
For this purpose contact your regional agency or  
the HEIDENHAIN Service in Traunreut.

## Your Contact to the HEIDENHAIN Service

### The HEIDENHAIN helpline for repairs, spare parts, exchange units and complaints

Domestic Team  
+49 (8669) 31-3121

Foreign Team  
+49 (8669) 31-3123

Complaint management  
+49 (8669) 31-3135

[service.order@heidenhain.de](mailto:service.order@heidenhain.de)

### The HEIDENHAIN technical helpline:

Measuring Systems / Machine Calibration  
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NC pProgramming  
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NC Support  
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PLC Programmierung for TNC  
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Lathe Controls  
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For more information visit our website:  
[www.heidenhain.de/service](http://www.heidenhain.de/service)